

JONES DAY

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RECEIVED
OFFICE OF THE ATTORNEY GENERAL

June 20, 2017

Via First Class Mail

The Honorable Brian Frosh
Attorney General
Office of the Attorney General
200 St. Paul Place
Baltimore, MD 21202

Re: Recent Sabre Hospitality Solutions Data Breach

Dear Attorney General Frosh:

I am writing to give you advance notice of a data privacy breach affecting employees of our firm, Jones Day. This breach involves an estimated 7 individuals residing in your State.

On June 14, 2017, our travel services provider, Lawyers Travel Services, informed us that an unauthorized individual gained access to the travel reservation system of Sabre Hospitality Solutions (“Sabre”), a third party vendor for Lawyers Travel Services, between August 10, 2016 and March 9, 2017. Unfortunately, Sabre believes the unauthorized individual may have obtained access to certain personal information, including some of our employees’ names, addresses, credit or debit card numbers, and possibly payment card security access codes.

Jones Day will notify the identified individuals this week. An exemplar copy of the notice letter is enclosed for your information. As the enclosed letter from Sabre explains, Sabre has taken steps to protect the security of its systems. We will be providing a full package of credit protection services and credit insurance for one year free of charge to the affected individuals.

Should any significant new information arise, we will promptly inform you. In the meantime, please do not hesitate to contact me if I can provide you with any additional information.

Best regards,

Mauricio Paez
(212) 326-7889
mpaez@jonesday.com

Enclosure

SABRE HOSPITALITY SOLUTIONS

NOTICE OF DATA BREACH

Dear Valued Customer:

We are writing to you because of an incident involving unauthorized access to customer information associated with your hotel reservation(s). The privacy and protection of our customers' information is a matter we take very seriously, and we recommend that you closely review the information provided in this letter for some steps that you may take to protect yourself against potential misuse of your information.

What Happened?

The Sabre Hospitality Solutions SynXis Central Reservations system (Hospitality CRS) facilitates the booking of hotel reservations made by consumers through hotels, online travel agencies, and similar booking services. Following an examination of forensic evidence, Sabre notified us on or about June 6, 2017 that an unauthorized party gained access to account credentials that permitted unauthorized access to unencrypted payment card information, as well as certain reservation information, for a subset of hotel reservations processed through the Hospitality CRS.

The investigation determined that the unauthorized party first obtained access to payment card and other reservation information on August 10, 2016. The last access to payment card information was on March 9, 2017.

What Information Was Involved?

The unauthorized party was able to access payment card information for your hotel reservation(s), including cardholder name; card number; card expiration date; and, potentially, your card security code. The unauthorized party was also able, in some cases, to access certain information such as guest name, email, phone number, address, and other information. Information such as Social Security, passport, or driver's license number was not accessed.

What We Are Doing

Sabre engaged a leading cybersecurity firm to support its investigation. Sabre also notified law enforcement and the payment card brands about this incident.

What You Can Do

You should remain vigilant for incidents of fraud and identity theft by regularly reviewing your account statements and monitoring free credit reports for any unauthorized activity. If you discover any suspicious or unusual activity on your accounts, be sure to report it immediately to your financial institutions, as major credit card companies have rules that restrict them from requiring you to pay for fraudulent charges that are timely reported.

In addition, you may contact the Federal Trade Commission (FTC) or law enforcement, such as your state attorney general, to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. You can contact the FTC at:

You may contact the nationwide credit reporting agencies at:

Equifax
P.O. Box 105788
Atlanta, GA 30348
(800) 525-6285
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion
P.O. Box 2000
Chester, PA 19016
(800) 680-7289
www.transunion.com

Please see the following page for certain state-specific information.

For More Information

We apologize for any inconvenience caused by this incident. If you have any questions regarding this incident or if you desire further information or assistance, please do not hesitate to contact us at [TELEPHONE NUMBER (toll-free, if available) OF PERSON OR BUSINESS REPORTING THE BREACH].

Sincerely,

[SIGNATURE]